

PRINTED: 12/19/2014
FORM APPROVED

Division of Health Service Regulation

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| STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION | | (X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: FCL001114 | (X2) MULTIPLE CONSTRUCTION A. BUILDING: 01 B. WING: _____ | (X3) DATE SURVEY COMPLETED 11/13/2014 |
| NAME OF PROVIDER OR SUPPLIER MERCIFUL HANDS | | STREET ADDRESS, CITY, STATE, ZIP CODE 1313 ELRADO STREET BURLINGTON, NC 27217 | | |
| (X4) ID PREFIX TAG | SUMMARY STATEMENT OF DEFICIENCIES (EACH DEFICIENCY MUST BE PRECEDED BY FULL REGULATORY OR LSC IDENTIFYING INFORMATION) | ID PREFIX TAG | PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS-REFERENCED TO THE APPROPRIATE DEFICIENCY) | (X5) COMPLETE DATE |
| C 000 | Initial Comments Report by Suzanna Fay DHSR Construction Section conducted a Biennial Survey on November 13, 2014 at the above referenced facility. DHSR records indicate the home was first licensed on August 29, 2005 as a Family Care Home for six (6) ambulatory Residents (able to evacuate and respond without any physical or verbal assistance during a fire or other emergency). Based on this information we are requiring the home to maintain compliance with the following: the 1992 Family Care Home Rules T10: 42C, applicable portions of the 2005 Rules 10A NCAC 13G for Family Care Homes and the 2002 North Carolina State Building Code - Section 421.2 - Residential Care Homes. At the time of our visit, we cited deficiencies that require an acceptable plan of correction. They are as follows: | C 000 | CONSTRUCTION SECTION JAN 09 2015 RECEIVED | |
| C 117 | Have Current San. And Fire Safety Approvals SECTION .0300 - THE BUILDING 10A NCAC 13G .0302 DESIGN AND CONSTRUCTION (n) The home shall have current sanitation and fire and building safety inspection reports which shall be maintained in the home and available for review. This Rule is not met as evidenced by: 1. Copies of the current Fire and Sanitation Inspections could not be located at the time of this survey. Provide copies of the most recent fire inspection report and sanitation inspection to DHSR/Construction with the signed Plan of Corrections and make sure copies are available at the site. | C 117 | As Administrator I will ASSURE that a copy of SANITATION AND FIRE INSPECTIONS REMAIN ON-SITE AT ALL TIMES | 2/1/15 |

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LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

STATE FORM

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940521

If continuation sheet 1 of 5

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| C 174 | <p>Building Equipment Maintained Safe, Operating</p> <p>SECTION .0300 - THE BUILDING 10A NCAC 13G .0317 BUILDING SERVICE EQUIPMENT</p> <p>(a) The building and all fire safety, electrical, mechanical, and plumbing equipment in a family care home shall be maintained in a safe and operating condition.</p> <p>(j) This Rule shall apply to new and existing family care homes.</p> <p>This Rule is not met as evidenced by:</p> <ol style="list-style-type: none"> 1. The kitchen cabinets are pulling away from the wall leaving a substantial gap for dirt and food particles to fall behind the counter. Contract a qualified vendor to shim the cabinets or install blocking and caulk at the backsplash to seal off the opening. Provide documentation of the repairs. 2. One of the drawer fronts in the kitchen has fallen off. Contract a qualified vendor to repair or replace the drawer. Provide documentation of the repairs. 3. The outlet at the front porch does not have a protective cover. Contract a licensed electrician to install a cover. 4. The front porch has recently been replaced. A couple of the posts are missing the top cap. Install the caps. 5. There is a moisture stain on the ceiling of the living room near the exterior wall. Contract a qualified vendor to investigate the stain to determine the cause. Have the vendor make the necessary repairs to correct the problem. Paint the ceiling. Provide documentation of the repairs. | C 174 | | |

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| C 174 | Continued From page 2 6. The sink is pulling away from the wall in the bathroom on the right. Shim the sink if required and recaulk to seal. Provide verification of the repairs. 7. The exhaust fan in the right bathroom is dusty. Sweep or vacuum out the fan so that it works properly. 8. The crawl space vent under the front porch, kitchen side, is out. Contract a qualified vendor to install a vent at the opening to keep pests from getting under the house. Provide verification of the repairs. 9. The exterior cap for the dryer is missing. Contract a qualified vendor to purchase and install a dryer exhaust cap. Provide a copy of the receipt or other verification of the repairs. 10. The exterior outlet at the back of the facility did not have power and would not reset. Contract a licensed electrician to repair or replace this outlet. Provide documentation of the repairs. | C 174 | I will assure that Building Equipment will be maintained safe AND HAVE all repairs done in a timely manner | 3/15/15 |
| C 138 | Outside Entrances/Exits-Single Hand Motion T10: 42C 2209 OUTSIDE ENTRANCES AND EXITS (d) All exit doors locks must be easily operable, by a single hand motion, from the inside at all times without keys. | C 138 | | |

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| C 138 | Continued From page 3 This Rule is not met as evidenced by: 1. The front door hardware is not single action. Contract a qualified vendor to replace the hardware with single action hardware. Provide documentation of the repairs. | C 138 | I will ASSURE All exit doors open in a single action | 3/15/15 |
| C 143 | Floors T10: 42C .2211 FLOORS (a) All floors must be of smooth, non-skid material and so constructed as to be easily cleanable. (b) Scatter or throw rugs are not to be used. (c) All floors must be kept in good repair. This Rule is not met as evidenced by: 1. The kitchen floor is torn in several places around the refrigerator. Contract a qualified vendor to repair or replace the kitchen floor. Provide documentation of the repairs. | C 143 | I will ASSURE All floors ARE kept in good repair | 3/15/15 |
| C 155 | Fire Safety Equipment-Fire Extinguishers T10: 42C .2213 FIRE SAFETY EQUIPMENT (a) Fire extinguishers must be provided which meet these minimum requirements: (1) One 5 pound or larger (net charge) A-B-C type centrally located; and (2) One 5 pound or larger A-B-C or CO2 type located in the kitchen. This Rule is not met as evidenced by: 1. The fire extinguishers are in need of servicing. Have a certified vendor inspect the extinguishers and tag them with the inspection date. Fire extinguishers must be serviced on an annual basis. Provide verification of the correction. | C 155 | I will ASSURE FIRE EXTINGUISHERS ARE SERVICED ON AN ANNUAL BASIS | 3/15/15 |

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| C 157 | <p>Fire Safety-Any Other City Ordinances</p> <p>T10: 42C 2213 FIRE SAFETY EQUIPMENT (c) Any other fire safety requirements required by the city ordinances or county building inspectors must be met.</p> <p>This Rule is not met as evidenced by: 1. The facility has pull stations located at the exit doors. The pull station at the front door was open at the time of this survey. Fire alarm systems must be serviced yearly. Provide documentation that the system is serviced. Contract a qualified vendor to secure or repair the pull station if it is not working. Provide documentation of the repairs. Train all staff on the use of the pull stations. If the pull stations are no longer in service, have a licensed electrician remove them and patch the walls. Removal of any fire alarm devices must have written approval from the local fire inspector.</p> | C 157 | <p>I will assure that the pull stations be removed and the walls will be patched</p> | 3/15/15 |